

Transcript: Sara

Marulanda-6546712930762752-5513189985828864

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? My what? Thank you for calling Benefits in a Card. Uh, my name is Sarah. May I have your name, please? Eureka Shelly. Hello, Ms. Shelly. How may I help you? I'm calling because y'all had sent me a, a, um, a 90-degree, uh, benefits card for my job. It's, um, I pay every, uh, every time I get paid for this. But when I called to see if I can, uh, go to the dentist, they were saying something about I wasn't registered, that I had to call my job. I called my job, and they gave me this number. Sure, I can help you with that. Uh, may I have the name- All right. ... of the temporary agency that you are working with and the last four of your Social to locate your account? Sherrish, and, uh- Okay. ... the last four is 4082. 4082? Mm-hmm. Okay, um, what is your last name again, uh, Shelly? My last name is Shelly. S-H-E-L-L-Y. Okay, Eureka Shelly? Yes. Yes. And, uh, just for security purposes, ma'am, can you please verify your address and date of birth? Um, 29812 U Drive, uh, Powder Springs, Georgia, uh, 30127. And my birthday is 8/22/82. And is your email Johnseureka4@icloud.com? Yes. And is your, uh, phone number 470-728-4121? Yes. Thank you very much. Okay. Well, you're enrolled in preventive care only. Uh, dental, vision, short-term disability, term life, medical, all those are different plans. Uh, for you to be en- I mean, for you to have the dental coverage, you need to be enrolled on dental, and you're not enrolled on dental. How are you enrolled? Um, when I filled out on the computer, it says that I had, um, I had, uh, selected I wanted to go with the, uh, plans that they had. So I had got a, a card in the mail, and I was trying to see. Hmm. Yeah, ju- your coverage is just for, uh, preventive care like, uh, a pap smear, one physical exam examination, um, vaccinations. Um, let, let me give you all that information. Give me just a minute- Okay. ... um, downloading the information. Okay, with that plan- Okay. ... that you're enrolled at... Go ahead, ma'am. C- Can you tell me what plan I'm on again, please? I'm sorry. Yes. You are in, in, in, um, MEC-TeleRx. And what is that? The, uh, what you were saying? Okay, that one is the preventive care only. That, thi- this is what, uh, that will cover. That will cover one physical exam examination, um, blood pressure screenings, breast cancer screenings or that means a mammography, cervical cancer screenings which is the pap smear, uh, chlamydia, syphilis, cholesterol, uh, colorectal cancer screenings, depression, diabetes, gonorrhea, HIV, lung cancer screenings. All those screenings, they will cover 100%. It will give you, uh, counseling on breastfeeding, um, domestic violence, uh, prevention of STIs. It will cover aspirins, uh, approved, FDA-approved contraceptive methods. Uh, it will cover prescriptions. Um, it will cover immunizations like influenza, tetanus, diphteria, shingles, measles, uh, rubella, pneumococcal, meningococcal. It will cover virtual urgent care like video calls, emergency video calls. And it includes FreeRx, which is a prescription, uh, coverage. Good vision and dental. That's it right here. Okay, so how do I add, um, dental on there? Okay, let me check.

Give me a minute. I need to use the calculator. Hold on, please. All right. Let's see. Add your date. Okay, you're out of your personal open enrollment period. It, okay, the, the period when you can enroll on healthcare benefits is from the moment when you receive your first paycheck, 30 days. That's your personal open enrollment period. Uh, the other option would be your company open enrollment period. And... They ain't never sent the card. They sent the paper. What you say now? Uh, what I say is, um, uh, uh, you are out of your personal open enrollment period. And your company open enrollment period is gone as well. That was on August. It, there is just two options for you to enroll. One, during your company open enrollment period, that means next September, or the- Mm-hmm. ... other is if you have a qualified life event like if during the last 30 days have you got married, divorced, uh, have a child, adopted child, or if you have lost coverage, involuntary loss of coverage with another company. Do you have any of those? No, I have a six year... Yeah, I've had a child. I have a six-year-old. No, but, uh, do you have a child during the last 30 days? No. Okay, yeah. So in that case, the only option for you to add, uh, any plans to, to your coverage is during your company open enrollment period until next August. All right. Well, I just wanted to know what I was, uh, paying for 'cause y'all be keeping the money else. So, okay. Thank you. Yes, I understand. Okay, ma'am. Be- All right. ... right. Just remember they require network for them to cover those, the, your visitations. Okay? All right. All right. Thank you. Anything else that I can help you with? No, that's it. Oh, okay, ma'am. So thank you for calling Benefits in a Card. Have a wonderful day. All right. Okay.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? My what? Thank you for calling Benefits in a Card. Uh, my name is Sarah. May I have your name, please? Eureka Shelly. Hello, Ms. Shelly. How may I help you? I'm calling because y'all had sent me a, a, um, a 90-degree, uh, benefits card for my job. It's, um, I pay every, uh, every time I get paid for this. But when I called to see if I can, uh, go to the dentist, they were saying something about I wasn't registered, that I had to call my job. I called my job, and they gave me this number. Sure, I can help you with that. Uh, may I have the name- All right. ... of the temporary agency that you are working with and the last four of your Social to locate your account? Sherrish, and, uh- Okay. ... the last four is 4082. 4082? Mm-hmm. Okay, um, what is your last name again, uh, Shelly? My last name is Shelly. S-H-E-L-L-Y. Okay, Eureka Shelly? Yes. Yes. And, uh, just for security purposes, ma'am, can you please verify your address and date of birth? Um, 29812 U Drive, uh, Powder Springs, Georgia, uh, 30127. And my birthday is 8/22/82. And is your email Johnseureka4@icloud.com? Yes. And is your, uh, phone number 470-728-4121? Yes. Thank you very much. Okay. Well, you're enrolled in preventive care only. Uh, dental, vision, short-term disability, term life, medical, all those are different plans. Uh, for you to be en- I mean, for you to have the dental coverage, you need to be enrolled on dental, and you're not enrolled on dental. How are you enrolled? Um, when I filled out on the computer, it says that I had, um, I had, uh, selected I wanted to go with the, uh, plans that they had. So I had got a, a card in the mail, and I was trying to see. Hmm. Yeah, ju- your coverage is just for, uh, preventive care like, uh, a pap smear, one physical exam

examination, um, vaccinations. Um, let, let me give you all that information. Give me just a minute- Okay. ... um, downloading the information. Okay, with that plan- Okay. ... that you're enrolled at... Go ahead, ma'am. C- Can you tell me what plan I'm on again, please? I'm sorry. Yes. You are in, in, in, um, MEC-TeleRx. And what is that? The, uh, what you were saying? Okay, that one is the preventive care only. That, thi- this is what, uh, that will cover. That will cover one physical exam examination, um, blood pressure screenings, breast cancer screenings or that means a mammography, cervical cancer screenings which is the pap smear, uh, chlamydia, syphilis, cholesterol, uh, colorectal cancer screenings, depression, diabetes, gonorrhea, HIV, lung cancer screenings. All those screenings, they will cover 100%. It will give you, uh, counseling on breastfeeding, um, domestic violence, uh, prevention of STIs. It will cover aspirins, uh, approved, FDA-approved contraceptive methods. Uh, it will cover prescriptions. Um, it will cover immunizations like influenza, tetanus, diphteria, shingles, measles, uh, rubella, pneumococcal, meningococcal. It will cover virtual urgent care like video calls, emergency video calls. And it includes FreeRx, which is a prescription, uh, coverage. Good vision and dental. That's it right here. Okay, so how do I add, um, dental on there? Okay, let me check. Give me a minute. I need to use the calculator. Hold on, please. All right. Let's see. Add your date. Okay, you're out of your personal open enrollment period. It, okay, the, the period when you can enroll on healthcare benefits is from the moment when you receive your first paycheck, 30 days. That's your personal open enrollment period. Uh, the other option would be your company open enrollment period. And... They ain't never sent the card. They sent the paper. What you say now? Uh, what I say is, um, uh, uh, you are out of your personal open enrollment period. And your company open enrollment period is gone as well. That was on August. It, there is just two options for you to enroll. One, during your company open enrollment period, that means next September, or the- Mm-hmm. ... other is if you have a qualified life event like if during the last 30 days have you got married, divorced, uh, have a child, adopted child, or if you have lost coverage, involuntary loss of coverage with another company. Do you have any of those? No, I have a six year... Yeah, I've had a child. I have a six-year-old. No, but, uh, do you have a child during the last 30 days? No. Okay, yeah. So in that case, the only option for you to add, uh, any plans to, to your coverage is during your company open enrollment period until next August. All right. Well, I just wanted to know what I was, uh, paying for 'cause y'all be keeping the money else. So, okay. Thank you. Yes, I understand. Okay, ma'am. Be- All right. ... right. Just remember they require network for them to cover those, the, your visitations. Okay? All right. All right. Thank you. Anything else that I can help you with? No, that's it. Oh, okay, ma'am. So thank you for calling Benefits in a Card. Have a wonderful day. All right. Okay.